AUDIO CONFERENCING

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Audio Conferencing is available to State employees for conducting conference calls with three or more participants. Audio Conferencing enables agencies to arrange meetings with up to 100 participants anywhere, anytime.

There are two types of Audio Conferencing services available to meet agency needs:

- **Reservation-less Conferencing** allows an agency "moderator" to conduct a conference call anytime without operator assistance. Conference calls may be initiated from any telephone in any location.

- **Operator Assisted Conferencing** is an operator-managed service designed specifically to handle conference calls that require enhanced services and/or a more personal touch.

AUDIO CONFERENCING FEATURES AND DESCRIPTIONS	
FEATURE	**DESCRIPTION**
Caller-Paid Dial-In Number or Toll-Free Dial-In Number	The account holder is assigned a toll-free number and a caller-paid telephone number they can provide to conference participants. When the toll-free number is distributed to the participants, the account holder is responsible for the charges of the call. If the account holder does not wish to pay for the call, they should give the participants the caller-paid telephone number.
Meeting Room Number	The account holder is assigned a unique meeting room number that is used for each conference call.
Ease of Use	Conference calls can be conducted easily. Training is available upon request.
24/7 Availability	No reservation is needed for reservation-less conference calls.
Up to 100 Participants	Invite up to 100 people to participate in your conference call.
Operated-Assisted Calls	An operator is available for use when enhanced services are required. An operator can assist with sub-conference calls, provide full-time monitoring, and perform a roll-call of participants. Transcription service is also available. A reservation is required for operator-assisted calls.

No Set-Up Fees	There is no cost to establish a conference calling account.
No Minimum Usage Charges	The amount of he service used is all that will be charged.
No Contract or Term Agreements	The customer is not required to sign contract agreements.
Enter and Exit Tones	Distinctive tones sound as participants enter and exit the conference. These tones may be disabled on setup.
User Training	Live and Web-based training is available for audio conference moderators.

FEATURES NOT INCLUDED WITH AUDIO CONFERENCING

FEATURE	EXPLANATION
Desktop Video	The ability to use a Web cam to see participants face-to-face.
Web Collaboration	The sharing of documents and desktops.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
The cost of each conference call is billed to the customer on their DTS monthly telephone billing and is described as "conference call." A line entry for each participant on the call and the number of minutes that the participant was connected to the call is listed.		
Toll-Free Dial-In Reservation-Less Calls	Account holder provides the toll-free number for conference participants to use. No reservation is required.	$.16/min/participant
Toll-Free Operated Assisted	Account holder provides the toll-free number for conference participants to use and has requested the assistance of an operator.	$.27/min/participant
Caller-Paid Dial-In Reservation-Less	Account holder does not wish to pay for the conference call and has provided the participants with the caller-paid dial-in number. Note: In addition to the base rate, the participant will assess long distance charges.	$.13/min/participant
Caller-Paid Dial-In Operated Assisted	Account holder does not wish to pay for the conference call. Operator assistance is required. Note: In addition to the base rate, the participant will assess long distance charges.	$.18/min/participant
Operator Assisted (Dial-Out)	Account holder has requested that the operator dial the participants and add them to the conference call in addition to the other enhanced services desired.	$.27/min/participant

ORDERING AND PROVISIONING

To request that an account be created, send an e-mail request to the Telecom Order Desk@

itsorderbox@utah.gov. Include your name, business telephone number, business mailing address, complete with city and zip code; the agency department and division; your ELCID; and, e-mail address. Please allow 48 hours for your account to be established. You will receive notification from the vendor, via e-mail, of your account information; then, within a week, you should receive a plastic card by mail along with account information and directions for use. It is vitally important that you keep your account secure by not sharing your PIN number with anyone.

To terminate your account, please notify the Telecom Order Desk by sending an e-mail. Provide the account name, agency, billing telephone number, and account number. Please allow 48 hours for the account to be closed. It may take three billing cycles for all charges to show on your account.

DTS RESPONSIBILITIES

- Provide 24/7 support for questions and/or problems through the DTS Help Desk.

- Maintain contract with vendor.

- Notify customers through the DTS product Web site of any changes to the product.

- Respond to all customer billing inquiries and resolve any issues.

- Notify the customer via the Remedy Help Desk bulletin board service if the product should become unavailable for any reason.

- Notify the vendor to terminate the customer account upon written request through the DTS Telecom Order Desk.

AGENCY RESPONSIBILITIES

- Verify the billing is correct each month and submit any questions via a Remedy ticket through the DTS Help Desk.

- Notify DTS of any cards that are lost or stolen immediately.

- Terminate the account when no longer needed.

- Although it is possible for an account to be shared among a group, it is recommended that an account be established for each employee needing the service. There are no charges unless the account is used.

GENERAL SERVICE LEVELS AND METRICS

All technical incidents and service requests, and certain types of orders, related to products and services provided by DTS will be reported to the DTS Enterprise Service Desk or to specialized Help Desks that support State agencies or DTS divisions and regions. All incidents and requests will be captured in the DTS Remedy Help Desk application. DTS staff will provide timely acknowledgement and resolution of technical incidents and service requests.

DTS support staff, including staff directly assigned to the DTS Enterprise Service Desk, will exert all reasonable efforts to meet the Time to Initial Response (TIR) and Total Time to Resolution (TTR) targets set forth below.

The DTS Enterprise Service Desk is accessible 24x7 by telephone at 538-3440 or 800-678-3440. Live chat

and direct user reporting of incidents are also available on the DTS website at dts.utah.gov. Published "Business Hours" for the DTS Service are 7:00 AM-6:00 PM, Monday-Thursday. Hours of support/on-call coverage varies by agency/division/region and product.

Incident Response and Resolution Targets

Time to Initial Response Targets	% Tickets	Total Time to Resolution Targets	% Tickets
Low priority – 1 Business hour	75%	Low priority - 6 Business hours	75%
Medium priority – 1 Business hour	75%	Medium priority - 3 Business hours	75%
High priority – Attempt Warm Transfer	90%	High priority - 4 Clock hours	75%
Urgent priority – Immediate Warm Transfer	95%	Urgent priority - 3 Clock hours	100%

Customer Satisfaction Surveys and Reporting

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

Periodic reports will be created showing the level of satisfaction with resolution of incidents by specific support groups and the level of satisfaction of users by agency.

Customer Satisfaction Targets

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.2 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied